

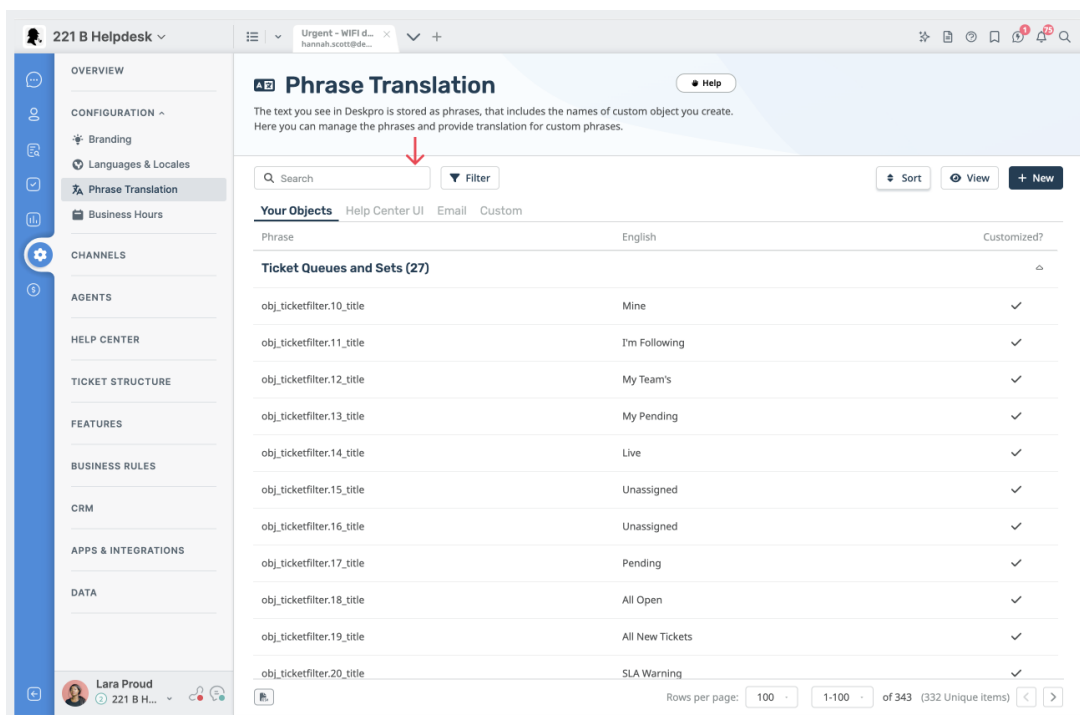
## How do I customize the text that appears on my Help Center?

Cecilia Sam - 2023-08-17 - Comments (0) - Configuration

Can I change the text used on the Help Center outside of the Publish app content?

Yes, you can change almost all of the user-facing text on the Help Center and in emails using the Deskpro phrases system.

To do this, go to **Admin > Configuration > Phrase Translation**. To the phrase you want to change, you can use the **Search box** on the page or **Ctrl-F / Cmd-F** keyboard shortcuts to search for the phrase on each page.



The screenshot shows the 'Phrase Translation' interface in Deskpro. The left sidebar contains navigation options like Overview, Configuration, Branding, Languages & Locales, Phrase Translation, Business Hours, Channels, Agents, Help Center, Ticket Structure, Features, Business Rules, CRM, Apps & Integrations, and Data. The main content area is titled 'Phrase Translation' and includes a search box, a filter button, and a table of phrases. The table has columns for 'Phrase', 'English', and 'Customized?'. The table lists 27 items under 'Ticket Queues and Sets', including 'obj\_ticketfilter.10\_title' through 'obj\_ticketfilter.20\_title'. The 'English' column contains various phrases like 'Mine', 'I'm Following', 'My Team's', 'My Pending', 'Live', 'Unassigned', 'Pending', 'All Open', and 'SLA Warning'. The 'Customized?' column has checkmarks for all items. A red arrow points to the search box.

In the **Text box**, enter your changed version of the text and click **Save**. If you have more than one language installed on the helpdesk, you will need to define the change for each language.

## Edit: obj\_ticketfilter.10\_title



obj\_ticketfilter.11\_title




 English

Mine

 Français

 Español

 English (UK)

 الإنجليزية

 Türkçe

 Deutsch

Save

Open next phrase

Discard Changes